Patent Claims

1.   A method for controlling and/or monitoring a terminal
(PBX) connected to a communication system (D1...Dn) and having
at least one function which can be controlled and/or monitored,
wherein
-   an application (APP) which is installed on a PC (PC) sent to
    a telephony server (TSP) a first message with the telephone
    number of a terminal (D1...Dn) to be controlled and/or to
    monitored by it,
-   the telephony server (TSP) transmits this telephone number
    to the communication system (PBX),
-   the communication system (PBX) transmits terminal
    information in a response, which terminal information
    describes which of the functions of the terminal (D1...Dn)
    associated with this telephone number can be controlled
    and/or monitored,
-   the telephony server (TSP) has a databank (DB) with data
    records which describe terminals (D1...Dn) that can be
    controlled and/or monitored, to which data record the
    telephone number and the information received from the
    communication system (PBX) for this terminal (D1...Dn) are
    added, and wherein the databank (DB) has at least one
    existing data record which can be added to and contains an
    identification number to which one of the terminals
    (D1...Dn) is assigned and which in this case has added to it
    the telephone number and the terminal information received
    from the communication system (PBX) for this terminal
    (D1...Dn),
-   the telephony server (TSP) then produces a new data record,
    which can be added to, with a further identification number,
    and wherein
-   the telephony server (TSP) transmits to the PC (PC) with the
    application (APP) from the data record that has to be added
    to the telephone number and the terminal information, so

that the terminal (D1...Dn) can be controlled and/or monitored by the PC (PC) with the application (APP).

2. ‑The method as claimed in claim 1,
5 characterized
in that a communication terminal, a subscriber connection, an exchange connection, a cross-connect connection or some other connection which can be controlled and/or monitored in a communication system (PBX) is used for the terminal (D1...Dn)
10 to be controlled.

3. The method as claimed in one of the preceding claims, characterized
in that a communication node in a packet-switching network is
15 used as the communication system (PBX).

4. The method as claimed in one of the preceding claims, characterized
in that the telephony server (TSP) interchanges terminal
20 information with two or more communication systems (PBX).

5. The method as claimed in one of the preceding claims, characterized
in that one terminal (D1...Dn) is controlled and/or monitored
25 by two or more PCs (PC) with applications (APP).

6. The method as claimed in one of the preceding claims, characterized
in that the data record which has been added to is deleted when
30 no PC (PC) with an application (APP) is controlling and/or monitoring the terminal (D1...Dn) which is associated with that data record.

7. The method as claimed in one of the preceding claims,
35 characterized in that the number of data records which can be added to in a telephony server (TSP) is always at least one.

8.   The method as claimed in claim 7,
characterized
in that one, and only one, data record which can be added to is
always available.

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9.   An   arrangement   for   controlling   and/or   monitoring   a
terminal (D1...Dn) having at least one function which can be
controlled and/or monitored,
-   having   a   communication   system   (PBX)   to   which   the   terminal
10   (D1...Dn) is connected,
-   having   a   telephony   server   (TSP)   which   is   connected   to   the
communication   system   (PBX)   in   order   to   interchange   terminal
information and has a databank (DB), and
-   having   a   PC   (PC)   which   is   connected   to   the   telephony   server
15   (TSP)   and   on   which   an   application   (APP)   for   controlling
and/or monitoring is installed,
wherein
-   the   application   (APP)   is   designed   to   transmit   to   a   telephony
server   (TSP)   a   first   message   with   the   telephone   number   of   a
20   terminal   (D1...Dn)   which   is   to   be   controlled   and/or
monitored,
-   the   telephony   server   (TSP)   has   means   for   transmission   of
this   telephone   number   to   the   communication   system   (PBX),
-   the   communication   system   (PBX)   is   designed   such   that   it
25   transmits   terminal   information   in   a   response,   which   terminal
information   describes   which   functions   of   the   terminal
(D1...Dn)   associated   with   this   telephone   number   can   be
controlled and/or monitored,
-   the   databank   (DB)   has   data   records   which   describe   terminals
30   (D1...Dn)   which   can   be   controlled   and/or   monitored,   which
data   records   have   the   telephone   number   and   the   information
received   from   the   communication   system   (PBX)   for   this
terminal (D1...Dn) added to them,
-   the   databank   (DB)   has   at   least   one   existing   data   record
35   which   can   be   added   to,   contains   an   identification   number   and
to   which   one   of   the   terminals   (D1...Dn)   is   assigned,   and

which in this case has the telephone number and the terminal
information received from the communication

system (PBX) for this terminal (D1...Dn) added to it,
- the telephony server (TSP) is designed such that, after the assignment process, it produces a new data record, which can be added to, with a further identification number, and
5 - the telephony server (TSP) is designed such that it transmits the telephone number and the terminal information from the data record that has been added to it to the PC (PC) with the application (APP), so that the terminal (D1...Dn) can be controlled and/or monitored by the PC (PC)
10   with the application (APP).

10. The arrangement as claimed in claim 9,
characterized
in that the terminal (D1...Dn) to be controlled is a
15 communication terminal, a subscriber connection, an exchange connection, a cross-connect connection or some other connection of a communication system (PBX) which can be controlled and/or monitored.

20 11. The arrangement as claimed in one of claims 9 or 10,
characterized
in that the communication system (PBX) is a communication node in a packet-switching network.

25 12. The arrangement as claimed in one of claims 9 to 11,
characterized
in that the telephony server (TSP) has means for interchanging terminal information with two or more communication systems (PBX).
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13. The arrangement as claimed in one of claims 9 to 12,
characterized
in that two or more PCs (PC) with application (APP) are provided for controlling and/or monitoring a terminal
35 (D1...Dn).